

GENERATIONS ACROSS THE WORKPLACE: Building Trust & Communication

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Trust & Communication

- Benevolence
- Honesty
- Openness
- Reliability
- Competence

3RD Alternative - Three steps for a 3rd alternative

- define criteria of success
- create 3rd alternative
- arrive at synergy of 3rd alternative

Paradigm Shift

- A change in how we think and what we believe and can imagine to be possible
- Virtual learning vs. face to face
- Technology natives vs. immigrants
- Do we hear the unheard and see the unseen?
- Communication Gap vs. Generation Gap

The Generations

- Traditionalists born around 1925 to around 1945 = 75 million
- Baby Boomers born around 1946 to around 1964 = 80 million
- Generation X born around 1965 to around 1980 = 46 million
- Millennial born around 1981 to around 2004 = 76 million
- Newest generation called Homeland Security born around 2005



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In our schools:

- Traditionalists are mostly retired but serve on school boards, are grandparents, civic leaders
- Baby Boomers are our most experienced teachers and principals and the majority of superintendents, school board members, and political leaders, parents, and grandparents of children in our schools
- Generation X'ers are most of today's teachers and the newer principals and new superintendents, and parents we serve
- Millennials are our students and some entry level teachers and staff, parents of the children in our schools
- Homeland Security Generation – our students

In the workforce, understanding generations is important to how we:

- Recruit teachers and other staff
- How we conduct meetings
- How we conduct orientation and training programs
- How we coach new teachers, administrators, and school boards
- How we interview and hire
- How we communicate with colleagues and parents and the students

We must honor and respect the values and beliefs of each generation:

- Respect the experiences every generation brings to the table
- Never talk down to anyone
- Model what you expect and prove you are not above learning new strategies
- Don't pretend to know all the answers
- Don't assume your way is the only way or most favored
- Respect the speed of acceptance for each generation
- Make meetings meaningful and result oriented
- Be flexible
- Be patient
- Remember negativity breeds negativity
- Seek to understand then to be understood

Understanding multiple generations helps to:

- Create trust
- Build team productivity
- Focus on the real issues
- Create a welcoming atmosphere for work colleagues, parents, and community members
- Promote diversity in the workplace

Books pertaining to generations in the workplace:

- I lost My Blackberry Down the Toilet: and Other Generational Challenges in the Workplace; (2006) by Steven M. Friedman
- Generations at Work: Managing the Clash of Veterans, Boomers, Xers, and Nexters in Your Workplace; (2000) by Ron Zemke, Claire Raines, and Bob Filipczak
- When Generations Collide: who they are, why they clash; (2005) by Lynne C. Lancaster and David Stillman

